

## **City of Brunswick Frequently Asked Questions - Water Meter Replacement**

The City is currently in the process of upgrading many water meters to radio-read devices. These new meters transmit a radio signal containing a meter number and a meter reading that is collected by the radio receiver as the City vehicle drives by, and on-demand should a special reading be required. Read below for answers to some frequently asked questions.

### **Why is my water meter being replaced?**

Water meters and their registers often lose accuracy as they age. Meters may under-read as they age and lose accuracy, preventing over charging if your aging meter is beginning to fail. Therefore, they must be replaced every 20 to 25 years. In addition, the new system will include new water meter technology that will save labor time, ensure accuracy, and minimize the need for utility employees to go on the private property of residents.

### **Can I choose not to have my water meter replaced?**

No, this is not an option. The new meter is required for more effective billing and leak detection.

### **How much will the new meter cost me?**

There is no charge to individual customers for the meter replacement. The new meters are an investment in the City's infrastructure that will improve billing efficiency and customer service.

### **Where is my water meter located?**

Water meters are located at the property line or in your basement. Per the City's Code, property owners are responsible for water usage and pipes from the cut-off valve and/or check-valve into your property. Therefore, over time, the City will re-locate meters in basements to the property line. You will be notified by the City when this will occur.

### **What exactly will be installed at my property?**

Your existing water meter will be replaced with a new water meter that contains a radio transmission device. It transmits the reading and a unique ID from the meter to a receiver that the meter reading staff uses. The new meter will either be installed in a crock in the yard or in your home.

### **Who will install the new system?**

A member of the City of Brunswick Department of Public Works or a private contractor. If you have any questions about the installer, call 301-834-7500 to verify the identity.

### **When will the new water meter be installed?**

Monday through Friday 7:30 a.m. – 3:00 p.m. Installations will be completed in phases starting in 2018 and ending in 2022.

### **What will installers do?**

Installers will remove the old meter, if needed, install the new meter, and clean up the area. Installers will provide you with an emergency phone number in the event you have questions or concerns after the installation.

### **Do installers need to come inside my house?**

Yes, if you wish to have the old meter inside removed after you have received a new water meter crock set up, and if the City needs to replace or repair the existing meter in your home where the City has not installed a water meter crock at your property line.

**Will my water service be interrupted during the installation?**

Yes. A typical installation should take 30 minutes and the water will be turned back on when completed. In some cases, other repairs may be necessary, resulting in a longer interruption of service. If some air is left in the line, you may notice a sputtering sound the first time you operate a fixture. The first few gallons of water may be discolored. You can remove any additional air trapped in your line by running cold water for a few minutes. Typically, the faucet on your laundry room tub can be opened to flush out trapped air.

**Will I pay more for water because of the change?**

Your water rate will not change. In some cases, however, your bill may increase, but only if the current meter was under-registering usage. Of course, any future water/sewer rate increases/decreases could affect your bills.

As always, if you would like to discuss any of this information further, please contact City Hall at 301-834-7500 or [CityHall@BrunswickMD.gov](mailto:CityHall@BrunswickMD.gov) during normal business hours. Report after-hours emergencies by contacting 301-834-7500 to be connected with the on-call personnel.